



Federal Housing Administration Loan Review System (LRS) Lender User Manual

U.S. Department of Housing and Urban Development



Document Control

Revision History

Version	Author	Date	Revision
1.0	FHA	5/15/2017	Original version for LRS implementation



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Introduction

Overview

The Loan Review System (LRS) is the electronic platform for Federal Housing Administration (FHA) Title II Single Family quality control processes, including:

- Various Post-Endorsement Loan Reviews
- Unconditional Direct Endorsement Authority Test Cases
- Lender Monitoring Reviews
- Lender Self-Reporting of Fraud and Other Material Findings

System Requirements

The basic system requirements are as follows:

- Access to the internet
- Internet Explorer (version 11.0 or higher), Google Chrome, or Mozilla Firefox
- External M-ID with access to the Loan Review System via FHA Connection

User Roles

All users access LRS through FHA Connection (FHAC). For information on registering new users in FHAC, please reference the FHA Connection Guide at <https://entp.hud.gov/idapp/html/mrtg-pkg.cfm>

Each institution's FHAC Application Coordinator must grant specific LRS authorizations for user IDs using the "Loan Review System" section of the FHAC ID Administration screen. LRS has three user roles that may be assigned to lenders, each with different access levels and authority to perform specific functions:

- **Read Only:** Provides access to the Active Reviews, Completed Reviews, and Reports menu items. Users with this role can view detailed review results, but they cannot edit or submit responses, upload documents, manage binder requests or create self-reports.
- **Response Submission:** Provides access to the Active Reviews, Binder Request, Completed Reviews, and Reports menu items. Users with this role can view detailed review results, edit and submit responses to review findings, upload documents and/or create self-reports.
- **Indemnification Submission:** Provides access to all functions included in the Response Submission role, and allows the user to electronically sign and submit indemnification agreements in response to unacceptable findings. Users with this role must have the authority to legally bind the institution.

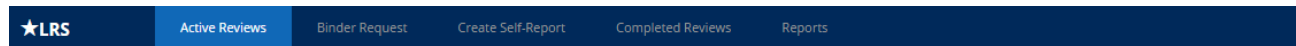
Administrative Contact

LRS sends automated email notifications when lenders are required to submit responses or take other actions. All LRS emails are sent to the Administrative Contact primary and secondary email address(es) registered in the Lender Electronic Assessment Portal (LEAP).



General Screen Display/Navigation

The main Navigation Header is displayed across the top of the screen at all times and is used to navigate to functionality within LRS.



Note: Press the *Home* button on the keyboard to return to the top of any screen.

You may click on any of the menu items in the Navigation Header to navigate to functionality within LRS.

PRA/OMB Control Numbers

Information about the Paperwork Reduction Act (PRA) and Office of Management and Budget (OMB) Control Numbers related to information collected in LRS can be accessed via a hyperlink located on the left sidebar on every screen.

PRA INFO/OMB CONTROL NUMBERS

The information collection requirements contained in this system have been approved by the Office of Management and Budget (OMB) under the Paperwork Reduction Act of 1995 (44 U.S.C. 3501-3520) and assigned OMB control numbers 2502-0005, 2502-0059 and 2502-0600. In accordance with the Paperwork Reduction Act, HUD may not conduct or sponsor, and a person is not required to respond to, a collection of information unless the collection displays a currently valid OMB control number.

Case Number	Name	Reason	Review Level	Request Date	Response Due	Last Action By
Test Case 1	Test Case 1	Test Case	Indemnification 1	4/28/2017	5/11/2017	
Test Case 2	Test Case 2	Test Case	Initial	4/28/2017	5/19/2017	
Test Case 3	Test Case 3	Test Case	Initial	4/26/2017	4/28/2017	
Test Case 4	Test Case 4	Test Case	Initial	4/26/2017	5/17/2017	
Test Case 5	Test Case 5	Test Case	Initial	4/28/2017	5/19/2017	

Figure 1: PRA / OMB Control Numbers informational dialogue



1 Active Reviews

1.A Managing Active Review List

From the Navigation Header, click on **Active Reviews** to view any open *Response Requests* and loans *Under Review by FHA*.

Requests Tab

1. The **Requests** tab on the left sidebar is automatically selected on the **Active Reviews** screen.

Filter Response Requests

1. Select a *Review Deadline*, *Review Level*, or *Selection Reason* filter to view only those reviews that relate to that filter option. (Response Requests that are due today will be highlighted in Yellow)

Note: If the due date is missed on a response request, that attempt will expire and the system will automatically create the next attempt. (e.g., If Initial Response Request due date is missed, LRS will automatically close that response request and create a Mitigation 1 Response Request)

2. Select the *Clear Filter* option to remove all filters and view all reviews.

Case Number Search

1. Type a case number into the *Case Number Search* to search for a case. As you type a case number, a list will populate below which will automatically be refined the more numbers you add.
2. Click the case number you are searching for in the *Case Number Search* list or click *Enter* once you have entered the case number, and the *Response Requests* and *Under Review by FHA* will filter to only show reviews associated with that case number.



★LRS

Active Reviews

Binder Request

Create Self-Report

Completed Reviews

Reports

Signed In As LENDER 2 LRS TEST 6

Requests

Batches

REVIEW DEADLINES

Clear Filter

Reviews Past Due 0

Due Today 1

Due in the Next Week 1

FILTERS

Clear Filter

My Requests 0

Batched Loans 0

Mitigation 1 0

Mitigation 2 0

HOC Escalation 0

HQ Escalation 1

Lender Monitoring 0

Lender Self-Report 2

Conditional 0

Random 0

FHA Manual 4

OIG Audit 0

CASE NUMBER SEARCH

PRA Info/OMB Control Numbers

▼ RESPONSE REQUESTS (2)

Case Number	Borrower Name	Selection Reason	Review Level	Request Date	Response Due	Last Action By
		Lender Self-Report	Mitigation 1	5/4/2017	5/12/2017	
		Test Case	Initial	5/12/2017	5/18/2017	

▼ UNDER REVIEW BY FHA (22)

Previous Page 1 of 3 Next

Case Number	Borrower Name	Selection Reason	Review Level	Request Date	Response Due	Last Action By
		Test Case	Escalation 2	4/28/2017	5/9/2017	
		Test Case	Initial	5/5/2017	5/26/2017	
		FHA Manual	Initial	5/8/2017	5/29/2017	
		Test Case	Initial	5/8/2017	5/29/2017	
		Test Case	HQ Escalation 1	5/8/2017	5/19/2017	
		FHA Manual	Initial	5/4/2017	5/25/2017	
		Test Case	Mitigation 2	5/8/2017	5/24/2017	
		Test Case	Initial	5/8/2017	5/29/2017	
		Lender Self-Report	Escalation 1	4/26/2017	5/7/2017	
		Test Case	Mitigation 2	5/8/2017	5/24/2017	

Figure 2: Active Reviews – Requests tab

Hide/Expand Response Requests and Under Review by FHA sections

1. Click on the carrot to the left of the *Response Requests* section to collapse and expand the active Response Requests assigned to you.
2. Click on the carrot to the left of the *Under Review by FHA* section to display the list of cases that FHA is currently reviewing.

Note: The *Response Requests* and *Under Review by FHA* sections only show 10 reviews at a time. If there are more than 10 reviews in a section a page count will show up at the top of the list. Click the *Next* or *Previous* link to see the next page of reviews. All filters, including the case number search will search all reviews (even if they do not appear on the screen).



Batches Tab

1. Click the **Batches** tab to view a list of active batches. For more information, see *section 1.F, Batch Management*.

The screenshot shows the LRS interface with the 'Batches' tab selected. On the left, a sidebar lists three batches: 13065-2017-001 (4), 13065-2017-002 (14), and 13065-2017-003 (19). The main content area displays 'BATCH 13065-2017-003 -' with tabs for 'Selection Reason', 'Date Received', and 'Date Due'. Below this is an 'OPERATIONAL REVIEW' section with a table of Case Number, Property Address, and Rating. The 'Loan Reviews (19)' section shows a table with columns for Case Number, Property Address, Rating, and various rating categories (BI, BC, LM, BA, PE, PA, BE, ME, LO). The table lists 19 reviews, with the 13th review (Case Number 13065213) highlighted.

Case Number	Property Address	Rating	BI	BC	LM	BA	PE	PA	BE	ME	LO
13065111	1234 E. 1ST ST	U	1	0	0	1	1	0	0	1	2
13065112	1234 E. 1ST ST	U	0	1	0	0	0	0	0	0	0
13065113	1234 E. 1ST ST	U	0	1	0	1	1	0	1	1	0
13065114	1234 E. 1ST ST	U	0	1	0	0	0	0	0	0	0
13065115	1234 E. 1ST ST	U	0	0	0	1	1	0	0	1	2
13065116	1234 E. 1ST ST	U	3	1	0	1	0	0	0	0	1
13065117	1234 E. 1ST ST	U	1	0	0	1	0	1	0	0	0
13065118	1234 E. 1ST ST	U	2	0	0	0	0	0	0	0	1
13065119	1234 E. 1ST ST	U	0	1	0	0	1	1	2	0	2
13065120	1234 E. 1ST ST	U	0	0	0	1	1	0	0	1	2

Figure 3: Active Reviews - Batches tab

Opening a Response Request/Loan Under Review by FHA

1. Click on the case number hyperlink within the *Response Requests* section to launch/begin a review.

Note: When a case number is clicked, LRS will bring you to the **Findings Overview** screen. Refer to *section 1.B Initial Response Request - Findings Overview / Address Findings* for more details.

2. Click on the case number hyperlink within the *Under Review by FHA* section to launch/open a review in read-only mode to reference a review that FHA is currently working on.

Note: When opening a review in read-only mode that FHA is currently reviewing you will be able to see a history of findings including FHA comments and your responses.



Review Levels

The remaining sections of the User Manual refer to various Review Levels. LRS provides lenders up to 4 opportunities to resolve unacceptable findings, each of which corresponds to a specific Review Level. Other Review Levels that are part of FHA's internal review processes may also be displayed as part of the review history for any given finding.

The following table provides a description of each Review Level when a case is listed as either *Under Review by FHA* or as a *Response Request*.

Review Level	Under Review by FHA	Response Request
Initial	FHA's initial review	Lender's first opportunity to resolve
Mitigation 1	Review of lender's initial response	Lender's second opportunity to resolve
Mitigation 2	Review of lender's Mitigation 1 response	N/A
Escalation 1 (HOC)	Confirmation of Mitigation 2 decision	Lender's third opportunity to resolve
Escalation 2 (HOC)	Review of lender's Escalation 1 response	N/A
HQ Escalation 1	Confirmation of Escalation 2 decision	Lender's fourth (final) opportunity to resolve
HQ Escalation 2	Review of lender's HQ Escalation 1 response	N/A
Indemnification	Review of signed Indemnification from lender	N/A

1.B Initial Response Request - Findings Overview / Address Findings

Respond to Unacceptable Findings FHA

- When opening a response request, the **Review Data** tab from the left sidebar opens by default.

Defect Area	Rating	Findings	SEVERITY TIER
			1 2 3 4
Borrower Credit/Liabilities (BC)	UNACCEPTABLE	1	0 1 0 0
Borrower Assets (BA)	UNACCEPTABLE	1	1 0 0 0
Property Eligibility (PE)	DEFICIENT	1	0 0 0 1
Mortgage Eligibility (ME)	UNACCEPTABLE	2	0 1 1 0
Lender Operations (LO)	DEFICIENT	1	0 0 1 0
TOTALS:		6	1 2 2 1

Rating: **UNACCEPTABLE**

[Address Findings](#)

[Complete Wrap Up](#)

Figure 4: Findings Overview – Review Data tab



- Click either the **Findings** tab on the left side bar, or the *Address Findings* button on the **Findings Overview** screen to begin responding to unacceptable findings.

Note: The *Complete Wrap-up* button on the **Findings Overview** screen will be grayed out until a response has been provided for every unacceptable finding.

Defect Area	Rating	Findings	SEVERITY TIER			
			1	2	3	4
Borrower Credit/Liabilities (BC)	UNACCEPTABLE	1	0	1	0	0
Borrower Assets (BA)	UNACCEPTABLE	1	1	0	0	0
Property Eligibility (PE)	DEFICIENT	1	0	0	0	1
Mortgage Eligibility (ME)	UNACCEPTABLE	2	0	1	1	0
Lender Operations (LO)	DEFICIENT	1	0	0	1	0
TOTALS:		6	1	2	2	1

Rating: **UNACCEPTABLE**

[Address Findings](#)

[Complete Wrap Up](#)

Figure 5: Findings Overview – Findings tab

Address Findings

- Click the carrot to the left of each defect area in the left sidebar to expand the section.
- Click on a specific unacceptable finding code within that defect area from the left sidebar.
- Enter a response in the *Lender Response to FHA* text box. This text box will accept a maximum of 2000 characters.
- Click the *Choose File* button to upload a response document. LRS will accept .JPG, .TIFF, and .PDF file formats up to 16 megabytes. Click the trash can icon to the right of a response document to remove it from the finding.
- Click the *Select Previously Uploaded Document* drop down to associate this Finding with a previously uploaded response document.



- Click the *Save Response* button. The *Save Response* button will not be active until *either* a text description is provided in the *Lender Response to FHA* text box *or* a *Response Document* is uploaded.

The screenshot shows the 'Active Reviews' tab in the Lender Review System. On the left, a list of findings is shown, with 'BC.5.B' selected. The main area displays the details for 'BC.5.B - UNACCEPTABLE'. The 'Source' is 'Inquiries and recent debt not properly verified' and the 'Cause' is 'Credit documentation sufficient, but incorrect conclusion drawn'. The 'INITIAL' section shows a severity of 'Tier 2: Unacceptable' and a finding description. The 'LENDER RESPONSE TO FHA' section has a text box for the response. The 'RESPONSE DOCUMENTS' section shows a file 'Sample Response Document.jpg' and a 'SELECT PREVIOUSLY UPLOADED DOCUMENTS' dropdown set to 'None'. At the bottom, there are buttons for 'Findings Overview' and 'Save Response'.

Figure 6: Lender Response to FHA Unacceptable Finding

- You may click the *Findings Overview* button at any time.

The screenshot shows the 'Findings Overview' section. It displays a table with columns for 'Defect Area', 'Rating', 'Findings', and 'SEVERITY TIER' (1, 2, 3, 4). The table lists findings for 'Borrower Credit/Liabilities (BC)', 'Borrower Assets (BA)', 'Property Eligibility (PE)', 'Mortgage Eligibility (ME)', and 'Lender Operations (LO)'. The overall rating is 'UNACCEPTABLE'. At the bottom, there are buttons for 'Address Findings' and 'Complete Wrap Up'.

Defect Area	Rating	Findings	SEVERITY TIER
			1 2 3 4
Borrower Credit/Liabilities (BC)	UNACCEPTABLE	1	0 1 0 0
Borrower Assets (BA)	UNACCEPTABLE	1	1 0 0 0
Property Eligibility (PE)	DEFICIENT	1	0 0 0 1
Mortgage Eligibility (ME)	UNACCEPTABLE	2	0 1 1 0
Lender Operations (LO)	DEFICIENT	1	0 0 1 0
TOTALS:		6	1 2 2 1

Figure 7: Findings Overview – Complete Wrap Up enabled

- Complete steps 1-6 for every unacceptable finding.
- Once all unacceptable findings have a response (either a document uploaded or a response entered into the Lender Response to FHA text box) the *Complete Wrap-up* button will become active.
- Click the *Complete Wrap Up* button. The review will be returned to FHA at the Mitigation 1 Review Level. If FHA determines that further responses are needed, the review will be returned back to you at the Mitigation 1 Review Level. See *section 1.C Mitigation 1 Response Request– Findings Overview / Address Findings* for more information.



1.C Mitigation 1 Response Request - Findings Overview / Address Findings

Respond to FHA Requests

1. When opening a Response Request, the **Review Data** tab from the left sidebar opens by default.

Defect Area	Rating	Findings	Severity Tier
			1 2 3 4
Borrower Credit/Liabilities (BC)	UNACCEPTABLE	1	0 1 0 0
Borrower Assets (BA)	UNACCEPTABLE	1	1 0 0 0
Property Eligibility (PE)	DEFICIENT	1	0 0 0 1
Mortgage Eligibility (ME)	UNACCEPTABLE	2	0 1 1 0
Lender Operations (LO)	DEFICIENT	1	0 0 1 0
TOTALS:		6	1 2 2 1

Rating: **UNACCEPTABLE**

[Address Findings](#)

[Complete Wrap Up](#)

Figure 8: Mitigation 1 - Findings Overview – Review Data tab

2. Click either the **Findings** tab on the left side bar, or the *Address Findings* button on the **Findings Overview** screen to begin responding to unacceptable findings.

Note: The *Complete Wrap-up* button on the **Findings Overview** screen will be grayed out until a response has been provided for every unacceptable finding.

Address Findings

1. Click the carrot to the left of each defect area in the left sidebar to expand the section.
2. Click on a specific unacceptable finding code within that defect area from the left sidebar.

Note: When clicking on a finding code, you will see the saved Initial Review Level which includes FHA's Initial finding information, and your response. Additionally, you will see FHA's Mitigation 1 finding information.

3. Enter a response in the *Lender Response to FHA* text box. This text box will accept a maximum of 2000 characters.
4. Click the *Choose File...* button to upload a response document. LRS will accept .JPG, .TIFF, and .PDF file formats up to 16 megabytes. Click the trash can icon to the right of a response document to remove it from the finding.
5. Click the *Select Previously Uploaded Document* drop down to associate this Finding with a previously uploaded response document.

Note: You are able to select documents uploaded during a previous review level.



- Click the *Save Response* button. The *Save Response* button will not be active until *either* a text description is provided in the *Lender Response to FHA* text box *or* a *Response Document* is uploaded.

The screenshot shows the LRS interface for finding BC.5.B. The sidebar on the left lists various finding categories and their counts. The main content area is titled '2 BC.5.B - UNACCEPTABLE' and includes a 'Go to Current Response' link. It displays the finding details, including the source, cause, and severity (Tier 2: Unacceptable). The 'LENDER RESPONSE TO FHA' section shows the response date (5/8/2017), response by (LRS TEST 16, LENDER 4), and response description (Sample Lender Response to FHA at the Initial Review Level). The 'RESPONSE DOCUMENTS' section shows a sample response document (Sample Response Document.jpg) with an 'Initial' status. A dropdown menu for selecting previously uploaded documents is visible, showing options like '- Sample Response Document.jpg', 'None', and '- Sample Response Document.jpg'.

Figure 9: Mitigation 1 - Lender Response to FHA Unacceptable Finding

- Click the *Findings Overview* button at any time.
- Complete steps 1-6 for every unacceptable finding in the response request.
- Once all unacceptable findings have a response (either a document uploaded or a response entered into the lender response to FHA text box) the *Complete Wrap-up* button will become active.
- Click the *Complete Wrap Up* button. The review will be returned to FHA at the Mitigation 2 Review Level. If FHA determines that further responses are needed, the review will be returned back to you at the Escalation 1 Review Level. See *section 1.D Escalation 1 Response Request– Findings Overview / Address Findings* for more information.



1.D Escalation 1 Response Request - Findings Overview / Address Findings

Respond to FHA Requests

1. When opening a response request, the **Review Data** tab from the left sidebar opens by default.

Defect Area	Rating	Findings	SEVERITY TIER			
			1	2	3	4
Borrower Credit/Liabilities (BC)	UNACCEPTABLE	1	0	1	0	0
Borrower Assets (BA)	UNACCEPTABLE	1	1	0	0	0
Property Eligibility (PE)	DEFICIENT	1	0	0	0	1
Mortgage Eligibility (ME)	UNACCEPTABLE	2	0	1	1	0
Lender Operations (LO)	DEFICIENT	1	0	0	1	0
TOTALS:		6	1	2	2	1

Rating: **UNACCEPTABLE**

[Address Findings](#)

[Complete Wrap Up](#)

Figure 10: Escalation 1 - Findings Overview – Review Data tab

2. Click either the **Findings** tab on the left side bar, or the *Address Findings* button on the **Findings Overview** screen to begin responding to unacceptable findings.

Note: The *Complete Wrap-up* button on the **Findings Overview** screen will be grayed out until a response has been provided for every unacceptable finding.

Address Findings

1. Click the carrot to the left of each defect area in the left sidebar to expand the section.
2. Click on a specific unacceptable finding code within that defect area from the left sidebar.

Note: When clicking on a finding code, you will see the saved Initial, Mitigation 1, and Mitigation 2 review levels, which include FHA's Initial and Mitigation finding information, and your responses. Additionally, you will see FHA's latest finding information as part of their Escalation 1 review, which may require your response.

3. Enter a response in the *Lender Response to FHA* text box. This text box will accept a maximum of 2000 characters.
4. Click the *Choose File* button to upload a response document. LRS will accept .JPG, .TIFF, and .PDF file formats up to 16 megabytes. Click the trash can icon to the right of a response document to remove it from the finding.
5. Click the *Select Previously Uploaded Document* drop down to associate this Finding with a previously uploaded response document.

Note: You are able to select documents uploaded during a previous review level.



- Click the *Save Response* button. The *Save Response* button will not be active until *either* a text description is provided in the *Lender Response to FHA* text box *or* a response document is uploaded.

The screenshot shows the LRS interface with the 'Findings' tab selected. On the left, a list of findings is shown, including 'BC Finding (1)', 'BA Finding (1)', 'PE Finding (1)', 'ME Finding (2)', and 'LO Finding (1)'. The 'BC Finding (1)' is highlighted, showing a severity of 'Unacceptable' and a status of 'Not Mitigated'. The main panel displays the details for this finding, including the source, cause, and finding description. It also shows the 'Lender Response to FHA' section with a text box and a 'RESPONSE DOCUMENTS' section with a file upload button. Below this, there are sections for 'MITIGATION 1' and 'MITIGATION 2', each with a text box for 'Lender Response to FHA' and a 'RESPONSE DOCUMENTS' section. At the bottom, there is an 'ESCALATION 1' section with a text box for 'Lender Response to FHA' and a 'RESPONSE DOCUMENTS' section. A dropdown menu for 'SELECT PREVIOUSLY UPLOADED DOCUMENTS' is open, showing 'None' and '- Sample Response Document.jpg'.

Figure 11: Escalation 1 - Lender Response to FHA Unacceptable Finding

- Click the *Findings Overview* button at any time.
- Complete steps 1-6 for every unacceptable finding in the response request.
- Once all unacceptable findings have a response (either a document uploaded or a response entered into the lender response to FHA text box) the *Complete Wrap-up* button will become active.



- Click the *Complete Wrap Up* button. The review will be returned to FHA at the Escalation 2 Review Level. If FHA determines that further responses are needed, the review will be returned back to you at the HQ Escalation 1 Review Level. See *section 1.E HQ Escalation 1 Response Request– Findings Overview / Address Findings* for more information.

1.E HQ Escalation 1 Response Request - Findings Overview / Address Findings

Respond to FHA Requests

- When opening a response request, the **Review Data** tab from the left sidebar opens by default.

Defect Area	Rating	Findings	SEVERITY TIER			
			1	2	3	4
Borrower Credit/Liabilities (BC)	UNACCEPTABLE	1	0	1	0	0
Borrower Assets (BA)	UNACCEPTABLE	1	1	0	0	0
Property Eligibility (PE)	DEFICIENT	1	0	0	0	1
Mortgage Eligibility (ME)	UNACCEPTABLE	2	0	1	1	0
Lender Operations (LO)	DEFICIENT	1	0	0	1	0
TOTALS:		6	1	2	2	1

Rating: **UNACCEPTABLE**

[Address Findings](#)

[Complete Wrap Up](#)

Figure 12: HQ Escalation 1 - Findings Overview – Review Data tab

- Click either the **Findings** tab on the left side bar, or the *Address Findings* button on the **Findings Overview** screen to begin responding to unacceptable findings.

Note: The *Complete Wrap-up* button on the **Findings Overview** screen will be grayed out until a response has been provided for every unacceptable finding.

Address Findings

- Click the carrot to the left of each defect area in the left sidebar to expand the section.
- Click on a specific unacceptable finding code within that defect area from the left sidebar.

Note: When clicking on a finding code, you will see the saved Initial, Mitigation 1, Mitigation 2, Escalation 1, and Escalation 2 review levels, which include FHAs Initial, Mitigation and Escalation finding information, and your responses. Additionally, you will see FHA's latest finding information as part of their HQ Escalation 1 review, which may require your response.

- Enter a response in the *Lender Response to FHA* text box. This text box will accept a maximum of 2000 characters.
- Click the *Choose File* button to upload a response document. LRS will accept .JPG, .TIFF, and .PDF file formats up to 16 megabytes. Click the trash can icon to the right of a response document to remove it from the finding.

- Click the *Select Previously Uploaded Document* drop down to associate this finding with a previously uploaded response document.

Note: You are able to select documents uploaded during a previous review level.

- Click the *Save Response* button. The *Save Response* button will not be active until *either* a text description is provided in the *Lender Response to FHA* text box *or* a *Response Document* is uploaded.

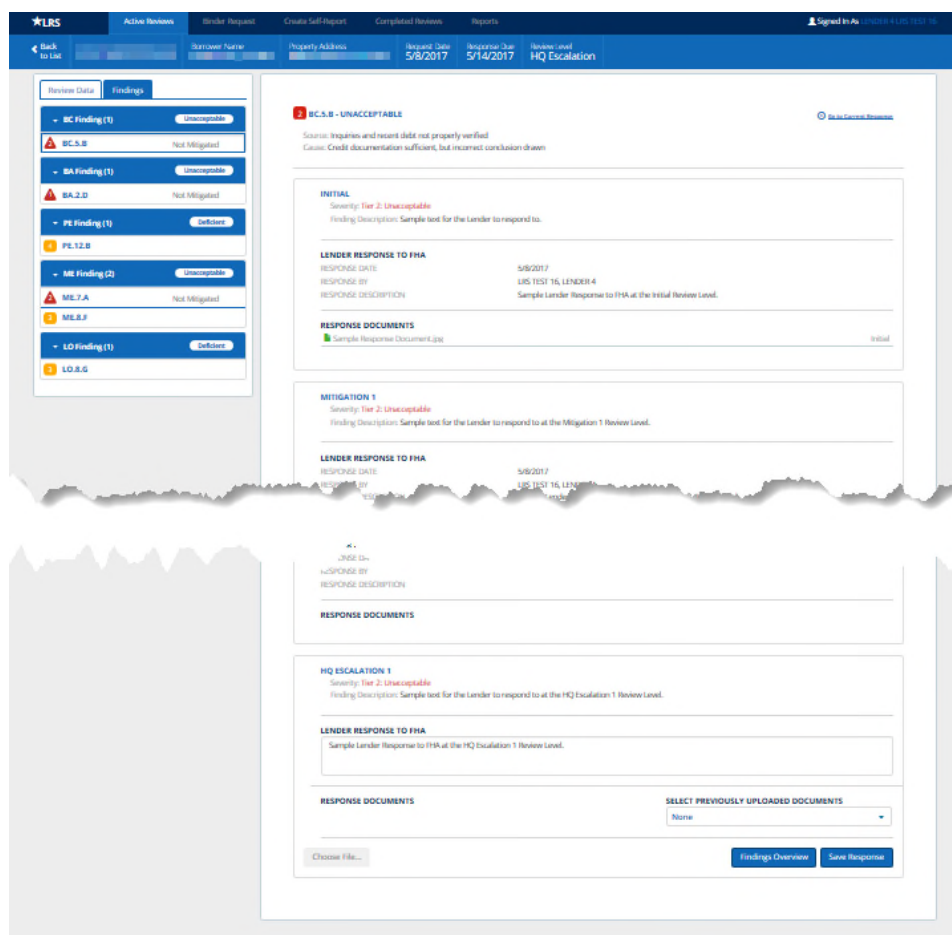


Figure 13: HQ Escalation 1 - Lender Response to FHA Unacceptable Finding

- Click the *Findings Overview* button at any time.
- Complete steps 1-6 for every unacceptable finding in the response request.
- Once all unacceptable findings have a response (either a document uploaded or a response entered into the lender response to FHA text box) the *Complete Wrap-up* button will become active.
- Click the *Complete Wrap Up* button. The review will be returned to FHA at the HQ Escalation 2 Review Level. At this stage FHA will determine the next steps for the review.

1.F Batch Management

Batches consist of multiple reviews grouped together for a single lender. Loan reviews that are part of a Batch will not move to the next Review Level until the current level is complete for all loans.

A Batch may include an institution-level Operational Review as a part of the Lender Monitoring process and in other special cases. For each individual review (loan or operational), the process for responding to findings is consistent with the process on a single loan review.



Open a Batch

1. Click on the **Batches** tab from the left sidebar.
2. Click a **Batch ID** from the left sidebar.

Submit Operational Review Documents

1. Click the *Choose File* button to upload Operational Review Documents.

Note: This will only be available if FHA has requested operational documents for this review.

The screenshot displays the LRS interface. The top navigation bar includes 'LRS', 'Active Reviews', 'Binder Request', 'Create Self-Report', 'Completed Reviews', and 'Reports'. A user is logged in as 'LENDER 2 LRS TEST 6'. The left sidebar shows the 'Batches' tab selected, with a list of batches: 13065-2017-001 (2), 13065-2017-002 (1), 13065-2017-003 (2), and 13065-2017-004 (3). The main content area shows the details for 'BATCH 13065-2017-004 -'. Below this, there is a section for 'OPERATIONAL REVIEW' with a table for 'Case Number', 'Property Address', and 'Rating'. Below that is a section for 'OPERATIONAL REVIEW RESPONSE DOCUMENTS' with a file upload area for 'Expected Result.pdf' and buttons for 'Choose File...' and 'Submit Documents'. At the bottom, there is a section for 'Loan Reviews (3)' with a table for 'Case Number', 'Property Address', 'Rating', and various review categories (BI, BC, LM, BA, PE, PA, BE, ME, LO).

Case Number	Property Address	Rating
---	---	---

OPERATIONAL REVIEW RESPONSE DOCUMENTS

Expected Result.pdf

Choose File...

Submit Documents

Loan Reviews (3)

Case Number	Property Address	Rating	BI	BC	LM	BA	PE	PA	BE	ME	LO
---	---	---									
---	---	---									
---	---	---									

Figure 14: Operational Review Documents Requested



2. Click the *Submit Documents* button.

Note: When you submit the operational documents to FHA, you will see the Operational Review become active. Although loan reviews will not move to the next Review Level until the current level is complete for all loans, Operational Reviews move independently.

Case Number	Property Address	Rating	OL	OO	OQ
View/Edit:			0	0	0

OPERATIONAL REVIEW RESPONSE DOCUMENTS

Expected Result.pdf

Figure 15: Operational Review Documents Submitted

Loan Reviews – Awaiting Lender Response (Initial)

1. Click on the blue hyperlink next to each case number in the *Loan Reviews – Awaiting Lender Response* section to review results of FHA review.

Case Number	Property Address	Rating	BI	BC	LM	BA	PE	PA	BE	ME	LO
		D	0	0	1	0	0	0	0	0	0
		U	0	1	1	0	0	0	1	0	1
		U	0	1	0	0	1	0	0	0	0

Submit Batch

Figure 16: Batch Summary screen



2. Address any unacceptable findings. Refer to section *1.B Initial Response Request - Findings Overview / Address Findings* for more details on how to respond to findings.

The screenshot shows the 'Findings' tab in the Loan Review System. On the left, a list of findings is displayed: BC Finding (1) - Deficient, BC.7.B, LM Finding (1) - Unacceptable, LM.5.C, BE Finding (1) - Deficient, and LO Finding (1) - Unacceptable. The LO.5.A finding is selected. The main area shows the details for LO.5.A - UNACCEPTABLE, including the source (Lender compliance issues) and cause (Violation of FHA policy). Below this, there is a section for the INITIAL response, a LENDER RESPONSE TO FHA text area, and a RESPONSE DOCUMENTS section with a 'Choose File...' button and a 'SELECT PREVIOUSLY UPLOADED DOCUMENTS' dropdown menu. At the bottom right, there are buttons for 'Findings Overview' and 'Save Response'.

Figure 17: Batches – Unacceptable Finding

Note: There is no *Complete Wrap-up* button on reviews in a Batch.

The screenshot shows the 'Findings Overview' tab in the Loan Review System. On the left, a sidebar contains review data: Review ID (13065-2017-000024), Selection Reason (TEST CASE), Review Type (UNDERWRITING), Review Scope (F), Review Level (INITIAL), Review Location (HQ), and Cases in Batch (Go to Batch Summary). The main area displays a table of findings with columns for Defect Area, Rating, Findings, and Severity Tier (1, 2, 3, 4). The table shows findings for Borrower Credit/Liabilities (BC), LTV/Max Mortgage Amount (LM), Borrower Eligibility/Qualification (BE), and Lender Operations (LO). The overall Rating is UNACCEPTABLE. At the bottom right, there is a button for 'Address Findings'.

Defect Area	Rating	Findings	SEVERITY TIER
			1 2 3 4
Borrower Credit/Liabilities (BC)	DEFICIENT	1	0 0 0 1
LTV/Max Mortgage Amount (LM)	UNACCEPTABLE	1	1 0 0 0
Borrower Eligibility/Qualification (BE)	DEFICIENT	1	0 0 1 0
Lender Operations (LO)	UNACCEPTABLE	1	0 1 0 0
TOTALS:		4	1 1 1 1

Figure 18: Case associated with a Batch – Findings Overview



- Return to the **Batch Summary** screen by clicking on the *Go to Batch Summary* link on the *Review Data* left sidebar.

BATCH 13065-2017-004 -

Selection Reason | Date Received | Date Due

Test Case

OPERATIONAL REVIEW (1)

Case Number	Property Address	Rating	OL	OO	OQ

OPERATIONAL REVIEW RESPONSE DOCUMENTS

Expected Result.pdf

Loan Reviews - Awaiting Lender Response (3)

Case Number	Property Address	Rating	BI	BC	LM	BA	PE	PA	BE	ME	LO
		U	0	1	0	0	1	0	0	0	0
		U	0	1	1	0	0	0	1	0	1
		D	0	0	1	0	0	0	0	0	0

Submit Batch

Figure 19: Batch Summary screen

- Complete the response request for all cases within the batch that have unacceptable findings.

Note: There are “Harvey Balls” next to each case that requires a response based on an unacceptable finding. Empty Harvey balls indicate no findings have been responded to, half full Harvey balls indicate some of the unacceptable findings have been responded to but not all, full Harvey balls indicate all unacceptable findings have been responded to.



5. Click the *Submit Batch* button to send to FHA for review.

Note: The *Submit Batch* button will be inactive until all unacceptable findings for all reviews in the batch have a response.

Case Number	Property Address	Rating	OL	OO	OQ

Case Number	Property Address	Rating	BI	BC	LM	BA	PE	PA	BE	ME	LO
		U	0	1	1	0	0	0	1	0	1
		D	0	0	1	0	0	0	0	0	0
		U	0	1	0	0	1	0	0	0	0

Figure 20: Batches – Submit Batch active

6. Once you click the *Submit Batch* button, the header will change from *Loan Reviews – Awaiting Lender Response* to *Loan Reviews* which indicates that FHA is currently reviewing the responses

Case Number	Property Address	Rating	OL	OO	OQ
View/Edit			0	0	0

Case Number	Property Address	Rating	BI	BC	LM	BA	PE	PA	BE	ME	LO
		U	0	1	1	0	0	0	1	0	1
		D	0	0	1	0	0	0	0	0	0
		U	0	1	0	0	1	0	0	0	0

Figure 21: Batches – Submitted Batch to FHA



Review Batches – Awaiting Lender Response (Mitigation +)

1. After FHA reviews the initial responses, they will provide additional finding information on all open cases at the same time. When clicking on the **Batches** tab, you will see the loans in *Loan Reviews – Awaiting Lender Response* with updated ratings and/or finding information.

BATCH 13065-2017-004 -

Selection Reason | Date Received | Date Due

Test Case

OPERATIONAL REVIEW (1)

Case Number	Property Address	Rating	OL	OO	OQ
View/Edit			0	0	0

OPERATIONAL REVIEW RESPONSE DOCUMENTS

Expected Result.pdf

Loan Reviews - Awaiting Lender Response (3)

Case Number	Property Address	Rating	BI	BC	LM	BA	PE	PA	BE	ME	LO
		U	0	1	1	0	0	0	1	0	1
		M	0	1	0	0	1	0	0	0	0
		D	0	0	1	0	0	0	0	0	0

Submit Batch

Figure 22: Batches – Batch at Mitigation 1

2. Follow steps 1-6 above in the *Review Batches – Awaiting Lender Response (Initial)* section above. Refer to section *Mitigation 1 Response Request - Findings Overview / Address Findings* for more information on how to complete a mitigation response.

Note: The same pattern will continue for the typical lifecycle of a single loan review.

1.G Indemnification

Sign an Indemnification

3. At any point during your review of a Lender Response Request, you are able to click the *Indemnification* button in the top right of the screen to view and sign an indemnification letter.

Note: Only Lender users with the “Indemnification Submission” role are able to access the *Indemnification* button and sign an Indemnification Agreement in LRS. Refer to the Introduction *LRS – Lender User Roles* for more information about the different user roles in LRS.



Loan Review System – Lender User Manual

Defect Area	Rating	Findings	SEVERITY TIER
			1 2 3 4
Borrower Income (BI)	UNACCEPTABLE	1	1 0 0 0
LTV/Max Mortgage Amount (LJM)	DEFICIENT	1	0 0 1 0
Borrower Assets (BA)	UNACCEPTABLE	1	0 1 0 0
Mortgage Eligibility (ME)	UNACCEPTABLE	1	0 1 0 0
Lender Operations (LO)	UNACCEPTABLE	2	0 1 0 1
TOTALS:		6	1 3 1 1

Rating: **UNACCEPTABLE**

Buttons: Address Findings, Complete Wrap Up

Figure 23: Indemnification button

4. Review the Indemnification Agreement.

INDEMNIFICATION AGREEMENT

Indemnification Number: [redacted]
Review ID: [redacted]

The U.S. Department of Housing and Urban Development (HUD) and [redacted], FHA ID 21490, (Mortgagee) agree as follows:

1. Mortgagee agrees to indemnify HUD, as provided below, for losses which have been or may be incurred related to any FHA-insured mortgage identified in Appendix A if such mortgage went into, or goes into, default within five years from the mortgage's date of endorsement. For purposes of this Indemnification Agreement, the mortgage is in default when the borrower is in arrears by two or more months.
2. Where, as of the date HUD executes this Indemnification Agreement, a HUD/FHA mortgage insurance claim has not yet been submitted to HUD, Mortgagee shall submit no claim for insurance. Nevertheless, for any mortgages Mortgagee is still servicing, Mortgagee shall continue to observe HUD requirements for servicing and payment of mortgage insurance premiums with respect to such mortgages.
3. In the event that a mortgage insurance claim on any of the mortgages covered by this Indemnification Agreement has already been paid or is paid in the future, Mortgagee shall indemnify HUD by paying HUD the amount of HUD's Investment, as defined below, minus HUD's Recovery (in the case of conveyance or assignment claims), as defined below, plus interest, penalties, and administrative fees as may be permitted by law if Mortgagee does not pay HUD timely. HUD's Investment includes, but is not limited to: the full amount of the insurance claim actually paid, including any loss mitigation claim(s), all taxes and assessments paid or payable by HUD, all maintenance and operating expenses paid or payable by HUD (including costs of rehabilitation and preservation), expenses associated with the servicing and sale of a note, and all sales expenses and any other expenses HUD may incur in connection with its property disposition programs regarding FHA-insured mortgages. HUD's Recovery is the net proceeds HUD receives from the sale of the property or mortgage, plus any discount (such as under the Good Neighbor Next Door program) provided by HUD to the purchaser. If HUD's Recovery exceeds HUD's Investment, HUD will retain this excess.
4. In lieu of paragraph 3, in the event that a claim is paid, HUD may, at its option, assign a mortgage listed in this Indemnification Agreement to Mortgagee or convey to Mortgagee a property securing such mortgage. In the event of such assignment or conveyance, Mortgagee agrees to pay HUD the amount of HUD's Investment, as described above.
5. Where, after the date that this Indemnification Agreement is signed by HUD, any mortgage included in this Indemnification Agreement is refinanced into a non-credit-qualifying FHA refinance mortgage, this Indemnification Agreement will extend to the new mortgage.
6. Any material breach of the terms and conditions of this Indemnification Agreement shall constitute independent grounds for imposition of administrative sanctions by the Mortgage Review Board against Mortgagee pursuant to 24 CFR Part 25.

Buttons: Download PDF, e-Sign Indemnification, Cancel, Save Response

Figure 24: Indemnification Agreement Letter



- To sign the indemnification, click the *e-Sign Indemnification* button. Once you click the *e-Sign Indemnification* button, your name and data will appear on the indemnification. LRS will also capture your MID in the background as part of the e-Signature.

Note: Click the *Download PDF* button to download a .PDF version of the Indemnification Agreement to save a separate copy for your records.

Figure 25: eSigned Indemnification Agreement Letter

- Click the *Cancel* button to return to the Response Request. This will stop the indemnification signing process and will allow you to continue to respond to findings.
- Click the *Save Response* button to save the agreement with your signature.
- Click the *Cancel* button on the **Confirm Indemnification** pop up to return back to the Indemnification Agreement with no actions taken.
- Click the *Confirm* button on the **Confirm Indemnification** pop up to submit the Indemnification Agreement to FHA.

Note: FHA will review the Indemnification Agreement and has the ability to accept or reject the Indemnification. If the Indemnification is accepted, it will be shown on the **Completed Reviews** tab. See *section 1.J Completed Reviews* for more information. A rejected Indemnification Agreement will require further actions and will be returned as the next review level in sequence.



10. For executed Indemnification Agreements, all open Unacceptable findings will be updated to a rating of Remediated.

★ LRS Active Reviews Binder Request Create Self-Report Completed Reviews Reports Signed In As LENDER @ LRS TEST 89

Back to List Borrower Name Property Address Request Date Response Due Review Level Indemnification

Review ID 21490-2017-000003
Selection Reason TEST CASE
Review Type UNDERWRITING
Review Scope F
Review Level INITIAL
Review Location HQ

INDEMNIFICATION - CASE # 21490-2017-000003

CONFIRM INDEMNIFICATION

You are about to submit an indemnification for Case # 21490-2017-000003. Are you sure you want to submit this Indemnification?

Cancel Confirm

1. Mortgagee agrees to indemnify HUD, as provided below, for losses which have been or may be incurred related to any FHA-insured mortgage identified in Appendix A if such mortgage went into, or goes into, default within five years from the mortgage's date of endorsement. For purposes of this Indemnification Agreement, the mortgage is in default when the borrower is in arrears by two or more months.

2. Where, as of the date HUD executes this Indemnification Agreement, a HUD FHA mortgage insurance claim has not yet been submitted to HUD, Mortgagee shall submit no claim for insurance. Nevertheless, for any mortgages Mortgagee is still servicing, Mortgagee shall continue to observe HUD requirements for servicing and payment of mortgage insurance premiums with respect to such mortgages.

3. In the event that a mortgage insurance claim on any of the mortgages covered by this Indemnification Agreement has already been paid or is paid in the future, Mortgagee shall indemnify HUD by paying HUD the amount of HUD's Investment, as defined below, minus HUD's Recovery (in the case of conveyance or assignment claims), as defined below, plus interest, penalties, and administrative fees as may be permitted by law if Mortgagee does not pay HUD timely. HUD's Investment includes, but is not limited to: the full amount of the insurance claim actually paid, including any loss mitigation claim(s), all taxes and assessments paid or payable by HUD, all maintenance and operating expenses paid or payable by HUD (including costs of rehabilitation and preservation), expenses associated with the servicing and sale of a note, and all sales expenses and any other expenses HUD may incur in connection with its property disposition programs regarding FHA-insured mortgages. HUD's Recovery is the net proceeds HUD receives from the sale of the property or mortgage, plus any discount (such as under the Good Neighbor Next Door program) provided by HUD to the purchaser. If HUD's Recovery exceeds HUD's Investment, HUD will retain this excess.

4. In lieu of paragraph 3, in the event that a claim is paid, HUD may, at its option, assign a mortgage listed in this Indemnification Agreement to Mortgagee or convey to Mortgagee a property securing such mortgage. In the event of such assignment or conveyance, Mortgagee agrees to pay HUD the amount of HUD's Investment, as described above.

5. Where, after the date that this Indemnification Agreement is signed by HUD, any mortgage included in this Indemnification Agreement is refinanced into a non-credit-qualifying FHA refinance mortgage, this Indemnification Agreement will extend to the new mortgage.

6. Any material breach of the terms and conditions of this Indemnification Agreement shall constitute independent grounds for imposition of administrative sanctions by the Mortgage Review Board against Mortgagee pursuant to 24 CFR Part 25.

Download PDF e-Sign Indemnification

Cancel Save Response

Figure 26: Confirmation Indemnification Pop-Up



2 Binder Request

View Binder Requests

1. Select the **Binder Request** tab from the main Navigation header.
2. Click a filter from the left sidebar to filter cases with different due dates.

Note: Click the *Show All* hyperlink above the filters on the left sidebar to clear the currently applied filter.

3. Click the calendar icon in the *Date Sent* column and enter the date that the case was sent to FHA.

Note: This is an optional field for tracking and is not seen or used by FHA. If a selection is made to the *Date Sent* column, the *Status* column will update to “Shipped”.

Note: Once a binder has been received by FHA, the date of receipt will populate in the *Date Received* column and the status will update to “Received”. Items will be removed from this list 5 days after being received.

The screenshot shows the LRS interface with the 'Binder Request' tab selected. On the left, there are filters for 'Past Due' (0), 'Due this Week' (0), and 'Unfulfilled' (9). The main area displays a table of 'BINDER REQUESTS (9)'. The table has columns: Case #, Borrower Name, HOC, Status, Request Date, Binder Due, Date Sent, and Date Received. A calendar is open for the 'Date Sent' column, showing May 2017. The calendar has a grid with days of the week (Su, Mo, Tu, We, Th, Fr, Sa) and dates (1-31). The 'Date Sent' column in the table has a dropdown menu with a calendar icon.

Case #	Borrower Name	HOC	Status	Request Date	Binder Due	Date Sent	Date Received
[REDACTED]	[REDACTED]	HQ		5/4/2017	5/19/2017	yyyy-mm-dd	
[REDACTED]	[REDACTED]	HQ	Received	5/4/2017	5/19/2017		
[REDACTED]	[REDACTED]	HQ		5/4/2017	5/19/2017		
[REDACTED]	[REDACTED]	HQ		5/4/2017	5/19/2017		
[REDACTED]	[REDACTED]	HQ	Received	5/4/2017	5/19/2017		
[REDACTED]	[REDACTED]	ATL-PUD		5/4/2017	5/19/2017		
[REDACTED]	[REDACTED]	ATL-PUD	Received	5/2/2017	5/17/2017		
[REDACTED]	[REDACTED]	ATL-PUD	Received	5/4/2017	5/19/2017		5/4/2017
[REDACTED]	[REDACTED]	ATL-PUD	Received	5/4/2017	5/19/2017		5/4/2017

Figure 27: Binder Request – Date Sent Calendar



3 Create Self-Report

Add Case(s) to Self-Report

1. Select the **Create Self-Report** tab from the main Navigation header.
2. Choose a *Review Type* to associate the case numbers you are self-reporting.
3. Enter a case number, or multiple case numbers, in the *Enter Case Number(s)* field.

Note: Cases can be separated by line breaks, commas, or semi-colons.

1) Add Case(s) to Self-Report 2) Add Case Details:

Review Type *

Select

Enter Case Number(s)

Add

No cases selected. Add individual cases or multiple cases separated by commas.

Clear Next Step

Figure 28: Create Self-Report

4. Click the *Add* button.

1) Add Case(s) to Self-Report 2) Add Case Details:

Review Type *

Underwriting

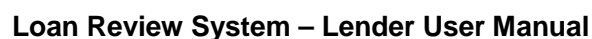
Enter Case Number(s)

Add

Case #	Borrower Name	Property Address	Warnings
12345678901234567890	12345678901234567890	12345678901234567890	
12345678901234567890	12345678901234567890	12345678901234567890	
12345678901234567890	12345678901234567890	12345678901234567890	

Clear Next Step

Figure 29: Self-Report with Case(s) Added



- ★LRS

Active Reviews

Binder Request

Create Self-Report

Completed Reviews

Reports

Signed In As LENDER 1 LRS TEST 1

1) Add Case(s) to Self-Report

2) Add Case Details:

Review Type *

Underwriting

Enter Case Number(s)

1234567890

1234567890

1234567890

1234567890

1234567890

Add

PLEASE CONFIRM

Are you sure you want to remove case: 1234567890

Cancel

Confirm

Case #	Borrower Name	Property Address	Warnings
	1234567890	1234567890	1234567890
	1234567890	1234567890	1234567890
	1234567890	1234567890	1234567890
	1234567890	1234567890	1234567890

ClearNext Step

7. Click the *Next Step* button.

1. Select the appropriate defect areas under the *Defect Areas* section.

Figure 31: Self-Report: Add Case Details screen



2. If fraud has been detected for the selected case(s), use the drop-down menu to select the *Type of Fraud* and *Fraud Participants*.

Figure 32: Self-Report: Details Added

3. Enter any pertinent information in the *Findings and Corrective Actions* text boxes.
4. If applicable, click the *Loan Covered Under Settlement with HUD* checkbox.
5. Click the *Clear* button to clear all information from the **Add Case Details** screen and return to the **Add Cases to Self-Report** screen.
6. Click the *Submit* button.



- Click the **OK** button on the **Submission Successful** pop up.

Note: The information entered on these screens will be provided to the FHA reviewer to help guide them in their review.

The screenshot shows the 'Create Self-Report' screen in the LRS. A blue pop-up window titled 'SUBMISSION SUCCESSFUL' is centered on the screen, displaying the message 'The selected cases have been submitted for review.' and an 'OK' button. The background form is partially visible, showing sections for 'DEFECT AREAS' and 'FRAUD'. The 'DEFECT AREAS' section includes checkboxes for Borrower Income (BI), Borrower Credit/Liabilities (BC), LTV/Max Mortgage Amount (LM), Borrower Assets (BA), Property Eligibility (PE), Property Appraisal (PA), Borrower Eligibility/Qualification (BE), Mortgage Eligibility (ME), and Lender Operations (LO). The 'FRAUD' section includes a checkbox for 'Fraud has been detected for selected cases(s)', a 'Types of Fraud' dropdown menu, and a 'Fraud Participants' dropdown menu. At the bottom right of the form, there are 'Clear' and 'Submit' buttons.

Figure 33: Self-Report: Submission Successful pop up



4 Completed Reviews

View Completed Reviews

1. Select the **Completed Reviews** tab from the main Navigation header.
2. Click a *Loan Rating*, *Review Level*, or *Selection Reason* filter to filter the list of Completed Reviews.

The screenshot shows the LRS interface with the 'Completed Reviews' tab selected. On the left, there are filters for 'Conforming' (1), 'Mitigated' (0), 'Remediated' (0), 'Unacceptable' (2), 'Mitigation 1' (0), 'Mitigation 2' (0), 'Mitigation 3' (0), 'HOC Escalation' (0), 'HQ Escalation' (2), 'Lender Monitoring' (0), 'Lender Self-Report' (0), 'Conditional' (0), 'Random' (0), 'FHA Manual' (0), and 'OIG Audit' (1). Below these is a 'CASE NUMBER SEARCH' field. The main area displays a table titled 'COMPLETED REVIEWS (9)' with columns: Case Number, Selection Reason, Final Review Level, Final Rating, Close Date, and Last Action By. The table contains 9 rows of data, including 'Test Case' and 'OIG Audit' entries with various review levels and dates.

Figure 34: Completed Reviews - Unfiltered

3. Click the blue *Case Number* hyperlink to view a read-only version of a previously completed review, including a view into all findings and responses.

The screenshot shows the 'Read-Only Completed Review' page. On the left, there is a 'Review Data' section with fields: Review ID (71970-2017-000027), Selection Reason (TEST CASE), Review Type (UNDERWRITING), Review Scope (F), Review Level (HQ ESCALATION 2), and Review Location (HQ). The main area is titled 'FINDINGS OVERVIEW' and contains a table with columns: Defect Area, Rating, Findings, and SEVERITY TIER (1, 2, 3, 4). The table shows findings for 'Borrower Income (BI)' with a rating of 'UNACCEPTABLE' and 1 finding. Below the table, there is a 'Rating: UNACCEPTABLE' label and two buttons: 'Address Findings' and 'Complete Wrap Up'.

Figure 35: Read-Only Completed Review



5 Reports

Access Reports

1. Select **Reports** from the main Navigation header.

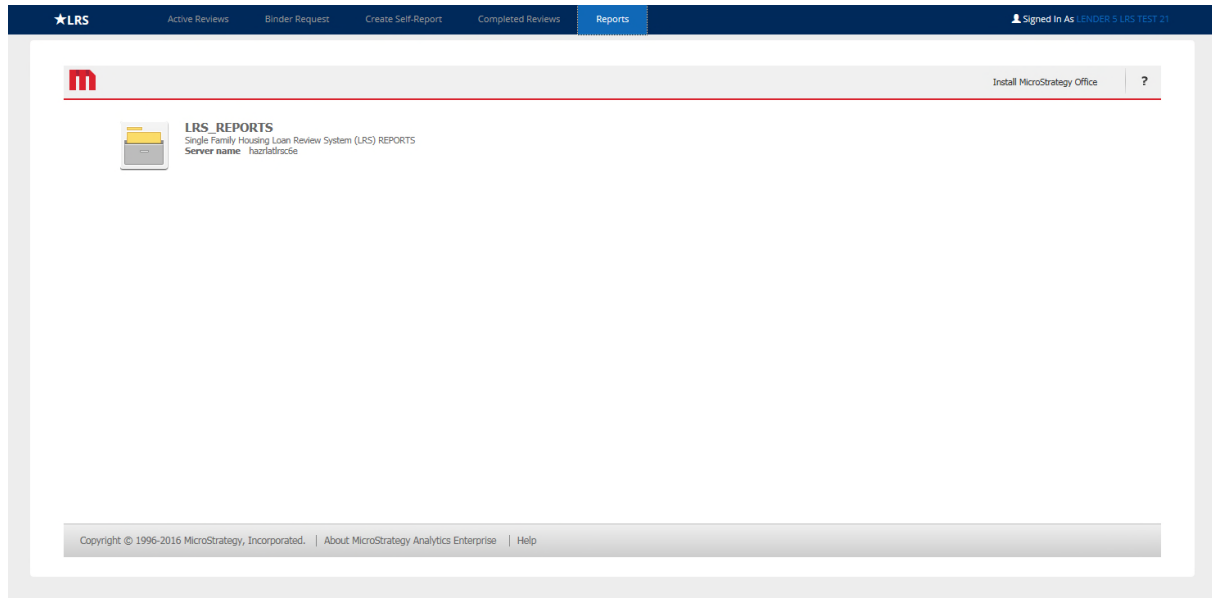


Figure 36: Reports tab

2. Click the *LRS Reports* icon.

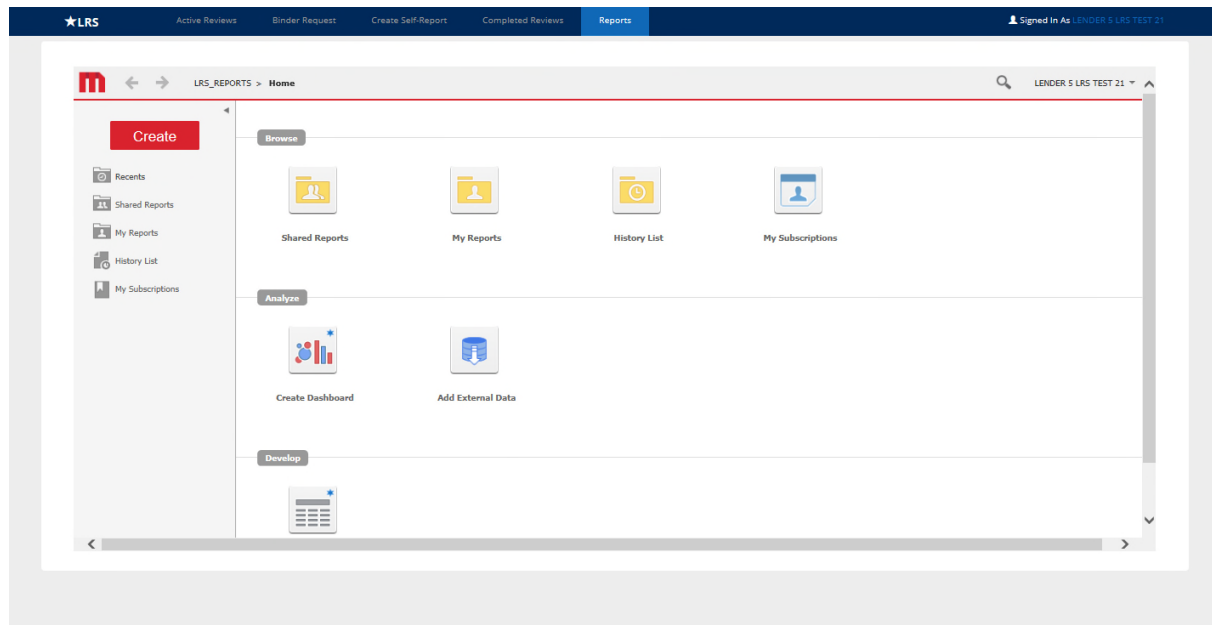


Figure 37: LRS Reports folder



3. Click on the *Shared Reports* icon.
4. Click on the *Lender Reports* icon to view and download reports.
5. Hover over a report for export options. *Export* will export the report as an Excel document. *PDF* will export the report as a PDF document.
6. Click the report icon to open the report in the MicroStrategy view.

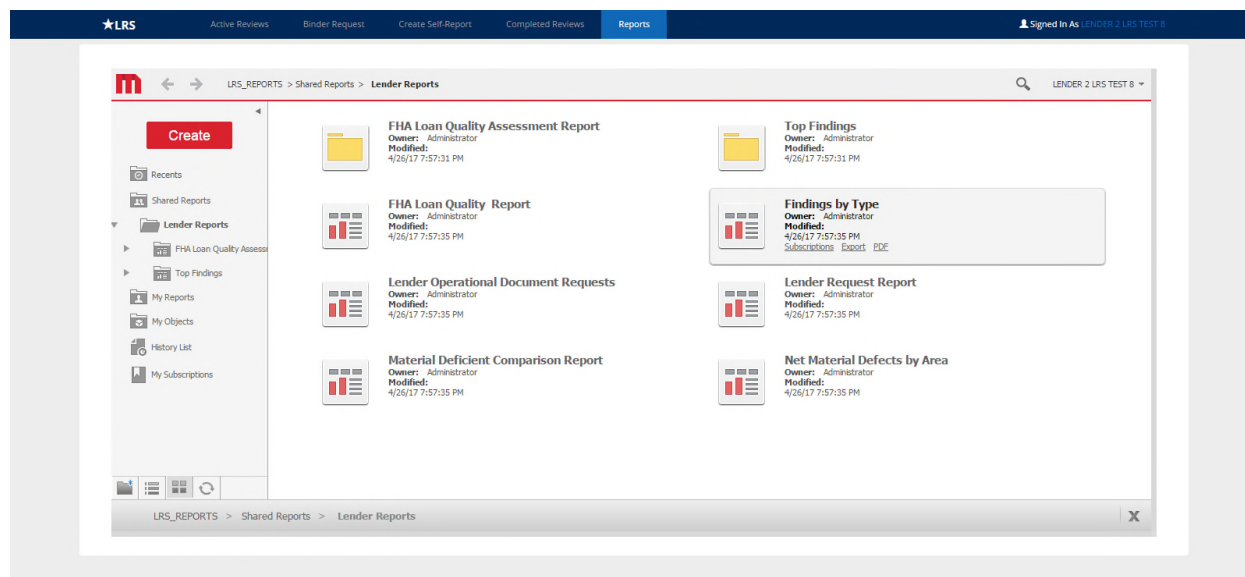


Figure 38: Lender Reports



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